

EPSON Stylus Color 980

EPSON Stylus Color 980



Printer Basics

Printer Basics

CPD-10632

EPSON Ink Jet Papers

Use EPSON paper and inks to get the same photo quality results that earn EPSON printers all of their awards! EPSON papers are specially coated to work with EPSON's quick drying inks. You'll notice that when prints come out of your printer, you can immediately handle them. There is no drying time, no smearing or smudging, and your image is clean and smooth.

Here are your EPSON ink cartridges and just a few of EPSON's papers:

EPSON Ink Cartridges

For best results, always use genuine EPSON ink cartridges.

Black: T003011 • Color: T005011



Photo Quality Ink Jet Paper

Bright white, with a smooth matte finish to create your best impression. Perfect for presentations, newsletters, and all your photo and craft projects.

Photo Paper and Panoramic Photo Paper

Photo quality, heavier weight glossy paper available in a variety of sizes. Perfect for color photo keepsakes of snapshots, framed art, banners, and panoramics.



For more information on other Epson products and fun project ideas, look for the EPSON Print Lab Series at www.epson.com

See the inside back cover for a list of EPSON papers and ordering information

EPSON®

INK JET PRINTER

STYLUS® COLOR 980

Printer Basics



Printed on recycled paper

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Contents

WELCOME!	1
About Your Software	1
About Your Documentation	2
Warnings, Cautions, Notes, and Tips	2
Viewing Your Electronic Printer Manual	3
Watching Your Printer Movies	5
 PRINTING FROM START TO FINISH	 7
Printing with Windows	7
Loading Paper	7
Opening the Printer Software	8
Selecting Printer Software Settings	9
Controlling Printing	11
Printing on a Macintosh	12
Loading Paper	12
Opening the Printer Software	13
Selecting Printer Software Settings	14
Controlling Printing	15
Printing on Envelopes	16
Printing on Both Sides of the Paper	17
Selecting the Correct Media Type	19

MAINTAINING YOUR PRINTER	21
Cleaning the Print Head	21
Examining the Nozzle Check Pattern	23
Replacing an Ink Cartridge	24
Removing and Installing Ink Cartridges	25
Replacing an Outdated Ink Cartridge	27
Aligning the Print Head	29
Cleaning the Printer	30
Transporting the Printer	31
 PROBLEM SOLVING	 33
Diagnosing Printer Problems	33
Checking the Control Panel Lights	33
Running a Printer Check	35
Identifying Printer Parts	36
Problems and Solutions	37
Problems Setting Up the Printer or Installing Software	37
Problems with Printing	38
Problems Getting Good Print Quality	39
Problems with Paper Feeding	42
Solving Miscellaneous Printout Problems	43
Uninstalling Printer Software	44
Uninstalling Windows Software	44
Uninstalling Macintosh Software	44
Reinstalling Printer Software	45
Where To Get Help	45
EPSON Technical Support	46
Creative Software Technical Support	47

NOTICES	49
Windows System Requirements	49
Macintosh System Requirements	50
ENERGY STAR Compliance	51
Important Safety Instructions	51
Ink Cartridge Safety Instructions	52
FCC Compliance Statement	53
Declaration of Conformity	53
Limited Warranty	54
INDEX	55

Welcome!

Your EPSON Stylus® COLOR 980 printer is the ideal output device for text, business graphics, digital photographs, and more. You can print anything from reports and resumes to photos and greeting cards with amazing results.

EPSON® offers a variety of networking and IEEE 1394 (FireWire®) options for your printer. Visit EPSON's web site at www.epson.com for complete information.

About Your Software

The printer software CD-ROM that came with your printer includes all the software you need for printing. (You must have a CD-ROM or DVD drive installed on your computer.)

- Your printer driver runs your printer and lets you control how your documents look. You can't use your printer without it.



Visit EPSON's support web site (<http://support.epson.com>) periodically and check the section for your printer to see if there is a new driver available, free of charge, for downloading to your computer. Download instructions are posted for your convenience.



- Your creative software includes these titles:
 - ArcSoft™ PhotoImpression™ 2000, an easy-to-use photo editing program for enhancing and retouching your photos
 - ArcSoft PhotoMontage™ 2000, an imaging entertainment program that lets you create composite “montages” from a large collection of micro-images
 - EPSON Software™ Film Factory™, photo management software for organizing, enhancing, and printing your photos
 - Trellix Web,™ for quickly building a multi-page web site for your family, organization, or small business (Windows only)

About Your Documentation

To set up your printer and install its software, see the *Start Here* poster. This book contains system requirements, important safety information, and instructions on:

- viewing your electronic *Reference Guide* and Fix-it FlixSM printer movies
- printing with Windows[®] or on a Macintosh[®]
- maintaining the printer
- solving basic problems

For more details about printing with, maintaining, or troubleshooting your printer, see your electronic *Reference Guide*, as described on page 3. To view movies showing you how to change your ink cartridges, clean the print head, load paper, and print on both sides of the paper, see the Fix-it Flix printer movies, as described on page 5.

Warnings, Cautions, Notes, and Tips

Please follow these guidelines:



Warnings must be followed carefully to avoid bodily injury.



Cautions must be observed to avoid damage to your equipment.



Notes contain important information about your printer.






Tips contain additional hints for better printing.

Viewing Your Electronic Printer Manual

Your printer software CD-ROM includes an electronic *Reference Guide* for your printer. The manual is in HTML format, so you need a browser—such as Microsoft® Internet Explorer 3.0 or later or Netscape Navigator® 3.0 or later—to view it. If you are using a different browser, the pages may not display correctly. (A browser is not included on the printer software CD-ROM.)

You can view your electronic *Reference Guide* from the CD-ROM or copy it to your hard drive and view it from there. Follow these steps:

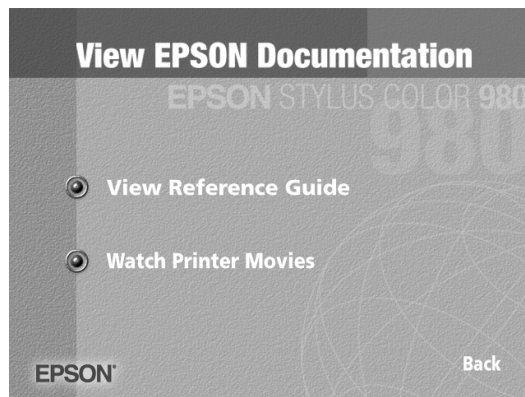
1. Insert your printer software CD-ROM.
2. **Windows:** Double-click  My Computer, double-click your  CD-ROM or DVD drive icon, then double-click the  EPSON icon.

Macintosh: Double-click the  EPSON icon in the CD-ROM window. (If the window doesn't open, double-click your EPSON CD-ROM icon.)

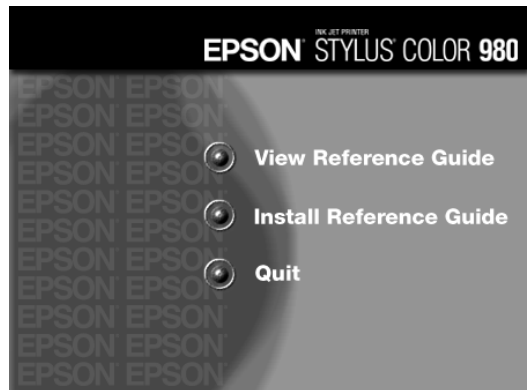
The Main Menu appears:



3. Click View EPSON Documentation. You see this screen:



4. Click View Reference Guide. The main screen for your printer *Reference Guide* appears:
5. You can either view the manual from the CD-ROM (View Reference Guide) or copy the manual to your hard drive (Install Reference Guide) and view it from there. For details on viewing the manual, see the next section.

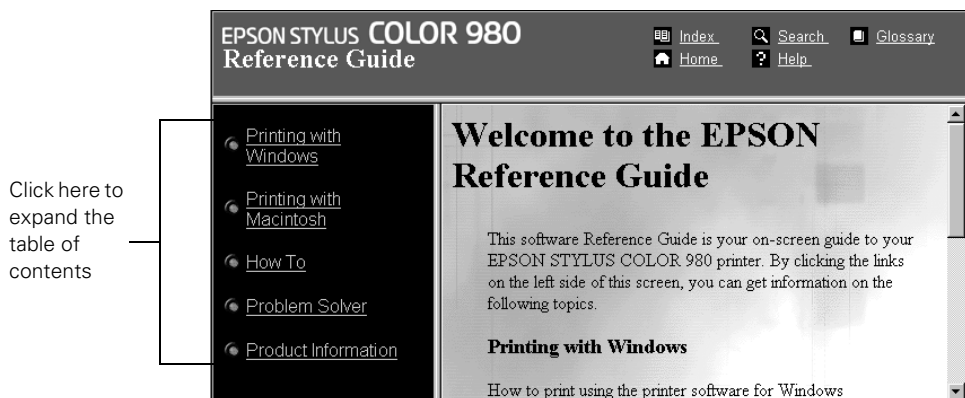


If you copied the manual to your hard drive, you can access it at any time, as follows:


Windows: Select Start, Programs, EPSON, and click ESC980 Guide.

Macintosh: Open the EPSON Stylus COLOR 980 folder and double-click View Reference Guide.

When you first open the *Reference Guide*, you see this screen:



Click a topic on the left to expand the table of contents. After expanding the table of contents, you can click on the topic you want to view.

If there's a right arrow , click it to view subtopics, then click on a topic to go to it.

Click the down arrow  to close a subtopic list.




If you see an icon for a graphic when viewing your Reference Guide in Netscape Navigator, click the Reload button to load the graphic.

Watching Your Printer Movies

Need help loading paper, replacing ink cartridges, cleaning the print head, or printing on both sides of the paper? Your printer software CD-ROM includes helpful movies that show you how to perform these common tasks.

Follow these steps to watch your printer movies:

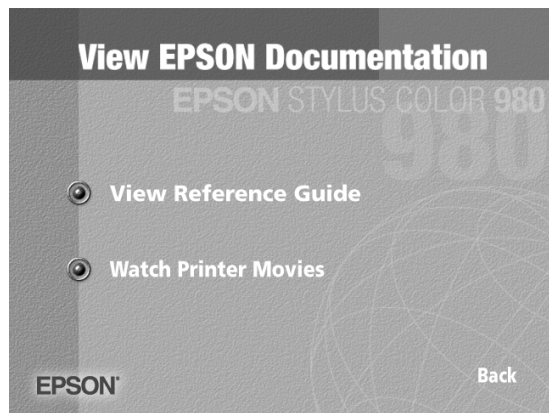
1. Insert your printer software CD-ROM.
2. **Windows:** Double-click  My Computer, double-click your  CD-ROM drive icon, then double-click the  EPSON icon.

Macintosh: Double-click the  EPSON icon in the CD-ROM window. (If the window doesn't open automatically, double-click the EPSON CD-ROM icon.)

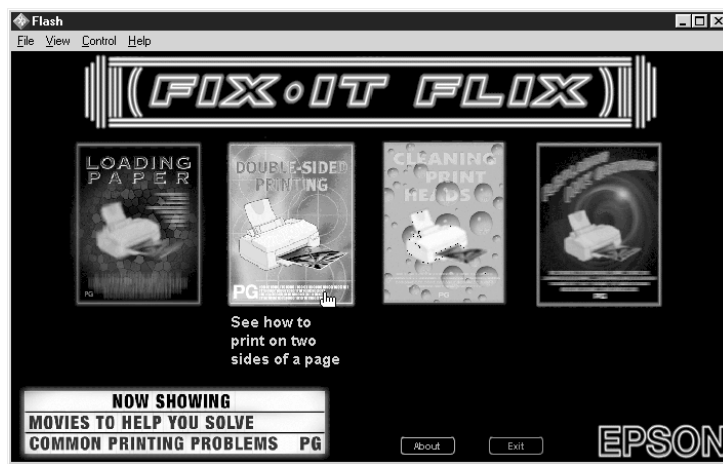
The Main Menu appears:



3. Click View EPSON Documentation. You see this screen:



4. Click Watch Printer Movies. The main screen for the printer movies appears:



5. Click the poster for the movie you want to see. If necessary, select an option on the next screen. The movie starts playing.

Printing from Start to Finish

Here's what to do to print a basic document—such as a memo, newsletter, or photo—from loading the paper to selecting print settings to controlling the print job. Follow the instructions in these sections:

- “Printing with Windows” below
- “Printing on a Macintosh” on page 12

If you're already familiar with EPSON ink jet printing, you can skip ahead to these sections:

- “Printing on Envelopes” on page 16
- “Printing on Both Sides of the Paper” on page 17
- “Selecting the Correct Media Type” on page 19

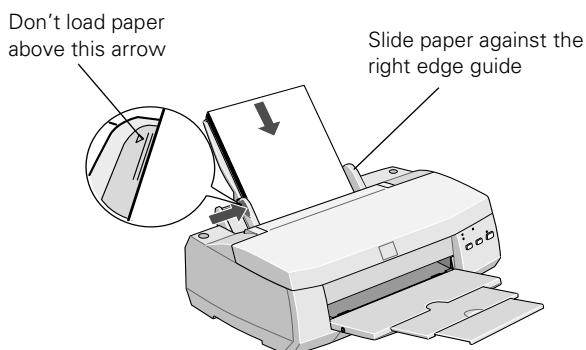
Printing with Windows

This section describes the basic steps for printing with Windows. (To print on a Macintosh, see page 12.)

Loading Paper

Make sure your printer and computer are turned on.

Place your paper against the right edge guide and slide the left edge guide against the paper.



Keep the following in mind when loading paper:

- Load the printable side face up. It's usually whiter or brighter than the other side.
- Load letterhead or preprinted paper into the printer top edge first.
- Don't load paper above the arrow on the left edge guide.

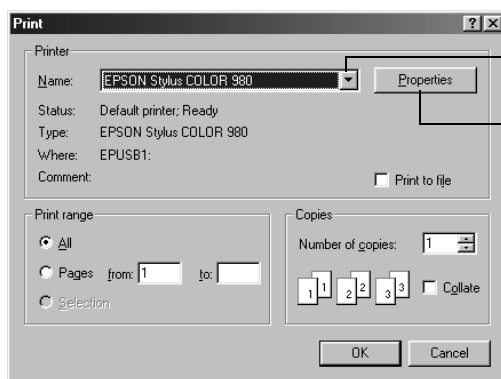


See your electronic *Reference Guide* for instructions on loading special media.

Opening the Printer Software

After you open your application program and create your document, you're ready to select your printer software settings.

From the File menu, click Print. You see your application's Print dialog box (your dialog box may look slightly different):



Select your printer here

Click here to open
your printer software

Make the following selections on the Print dialog box:

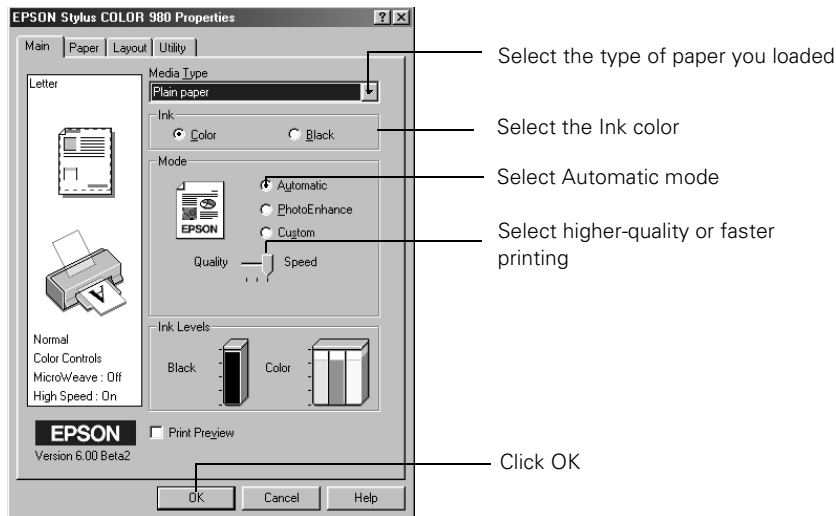
- Make sure your EPSON Stylus COLOR 980 printer is selected.
- Click the Properties button. (If you see a Setup, Printer, or Options button, click it. Then click Properties on the next screen.)



If you click the print icon on your application's tool bar instead of selecting Print from the File menu, you may not get the option to change the printer software settings before printing.

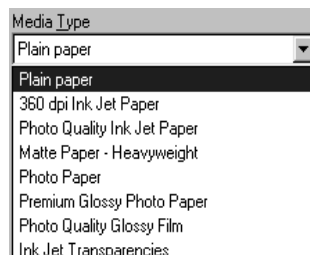
Selecting Printer Software Settings

Once you click Properties, you see your printer software Properties dialog box:



Make the following settings:

- Choose the Media Type for your paper (click the arrow to display the Media Type list). This is very important because your printer automatically adjusts ink coverage according to your Media Type setting. If you're not sure which setting to select, see page 19.
- Set the Ink option to Color to print a color document, or Black to print a black text document.
- Set the Mode to Automatic to let the printer software determine the best settings for your print job. This is the easiest way to get good results on all types of paper.
- Set the slider in the Mode box to Quality or Speed to select higher resolution or faster printing. (The slider may not be available for your media type.)
- If you want to change paper size and orientation, click the Paper tab and make your settings there.
- Click OK to return to your application's Print dialog box.



For more information about printer settings, see your electronic *Reference Guide*, or click the Help button. Or you can right-click any item on the screen and then click What's This?.

Selecting Windows Default Settings

The printer settings you make apply only to the application you're currently using. If you usually print one type of document in different applications—for example, black ink on legal size paper—you can change the default printer settings for all your programs. You do this using the Windows Printer utility:

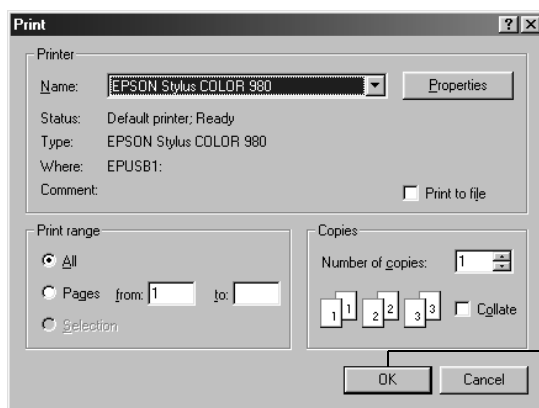
1. Click Start, point to Settings, and then select Printers.
2. Right-click your EPSON Stylus COLOR 980 printer icon.
3. Select one of the following:
 - Properties (if you're running Windows 95 or 98)
 - Printing Preferences (if you're running Windows 2000)
 - Document Defaults (if you're running Windows NT).
4. Click the Main tab.
5. Select the default settings you want to use for all your applications. Click OK when you're finished.

Remember, you can always change the default settings in your application when you want to print different types of documents.

Another way to select your most frequently used settings quickly is to save them as a group; see your electronic *Reference Guide* for details.

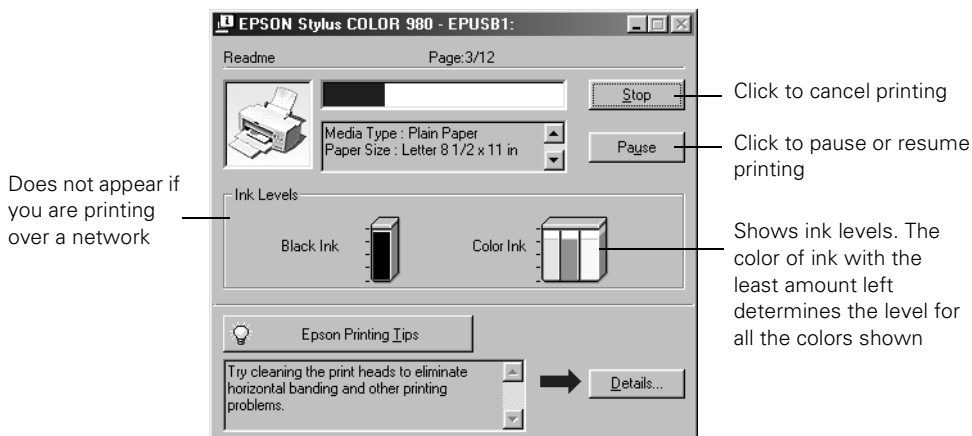
Controlling Printing

At the Print dialog box, click OK (or Print, depending on your application) to start printing.



Click OK to start printing

After a moment, the Progress Meter appears and shows the progress of your print job. You can use the buttons to cancel, pause, or restart printing. You can also see how much ink you have left.



For more information on printing—for example, using advanced printer settings, previewing your printout, or adding a watermark—see your electronic *Reference Guide* (described on page 3) or your printer software online help.

Printing on a Macintosh

This section describes the basic steps for printing on a Macintosh. (To print with Windows, see page 7.)

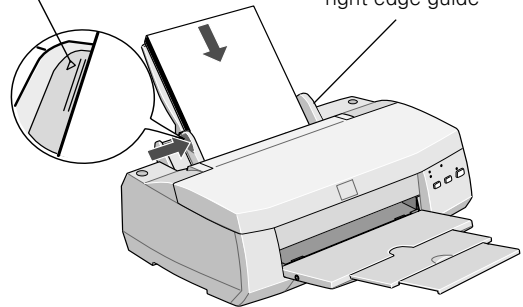
Loading Paper

Make sure your printer and computer are turned on.

Place your paper against the right edge guide and slide the left edge guide against the paper.

Don't load paper above this arrow

Slide paper against the right edge guide



Follow these guidelines when loading paper:

- Load the printable side face up. It's usually whiter or brighter than the other side.
- Load letterhead or preprinted paper into the printer top edge first.
- Don't load paper above the arrow on the left edge guide.

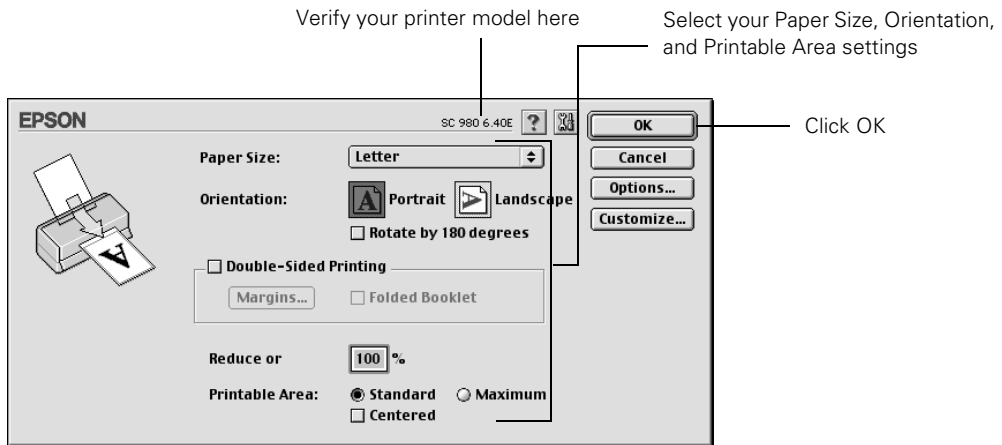


See your electronic *Reference Guide* for instructions on loading special media.

Opening the Printer Software

After you open your application program and create your document, you're ready to select your page setup and other printer software settings.

From the File menu, click Page Setup. You see your printer software's page setup dialog box (your dialog box may look slightly different):

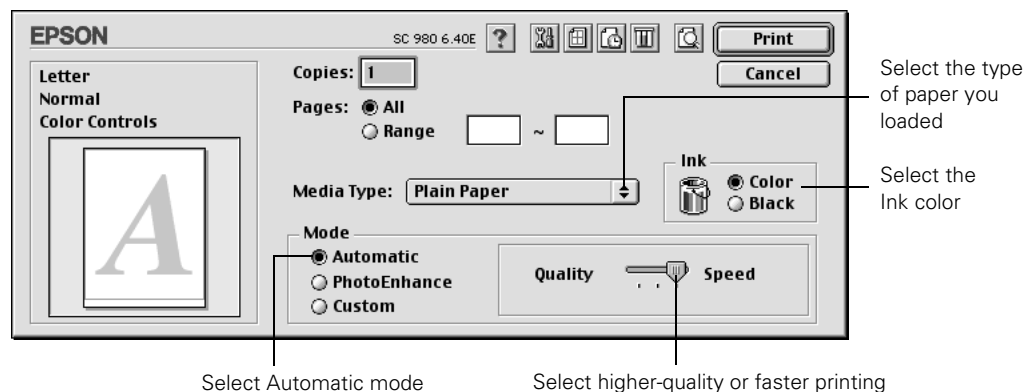


Make the following selections on the page setup dialog box:

- Make sure your EPSON Stylus COLOR 980 printer (SC 980) is selected. (If the printer model is incorrect, you need to select your printer in the Chooser; see the *Start Here* poster for instructions.)
- Select the correct Paper Size, Orientation, and Printable Area settings for your document. See your electronic *Reference Guide* for details.
- Click OK to close the page setup dialog box and return to your application window.

Selecting Printer Software Settings

Now open the File menu and click Print. You see the main printer settings dialog box for your application (your dialog box may look slightly different):



Make the following settings on the dialog box:

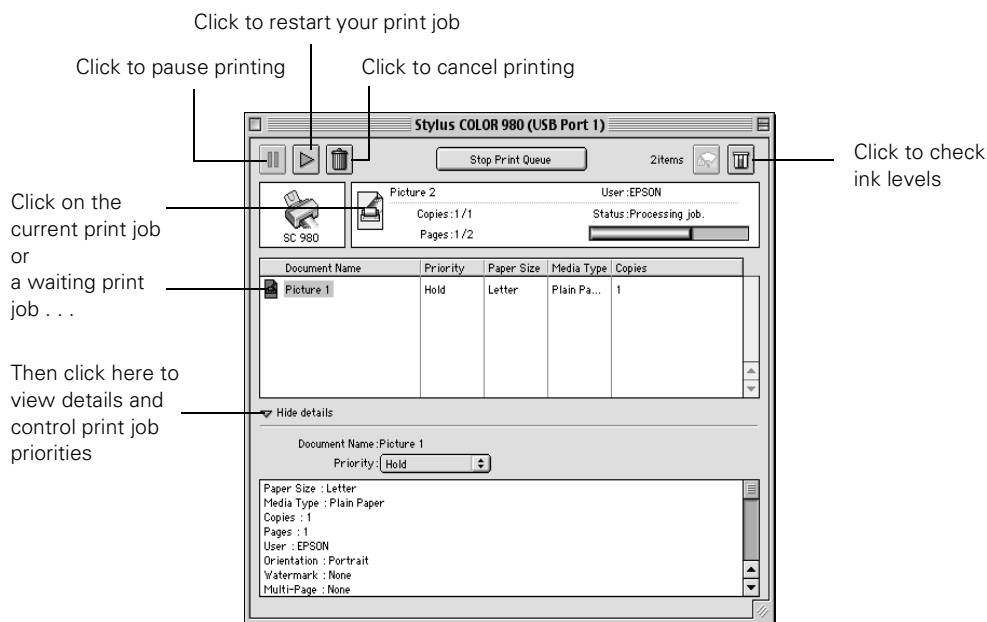
- Choose the Media Type for the paper you're printing on (click the arrow to display the Media Type list). This is very important because your printer automatically adjusts the ink coverage according to your Media Type setting. If you're not sure which setting to select, see page 19.
- Set the Ink option to Color to print a color document. To print a black text document, click Black.
- Set the Mode option to Automatic. It's the easiest way to get good printing results on all types of paper.
- Set the slider in the Mode box to Quality or Speed to select a high resolution or faster printing. (The slider may not be available for your media type.)
- Click Print to print your document.



Controlling Printing

Once you've clicked Print, your document begins printing.

If you turned on background printing in the Chooser, you can select EPSON Monitor3 from the Application menu at the right side of the menu bar to check the progress of your print job. You see the EPSON Monitor3 dialog box:



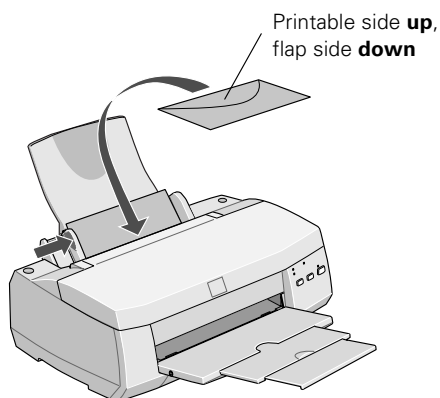
If you're not using background printing, but you need to cancel the current print job, hold down the **⌘** key and press the **.** (period) key.

For more information on printing—for example, using advanced settings, previewing your printout, or adding a watermark—see your electronic *Reference Guide* (described on page 3) or printer software online help.

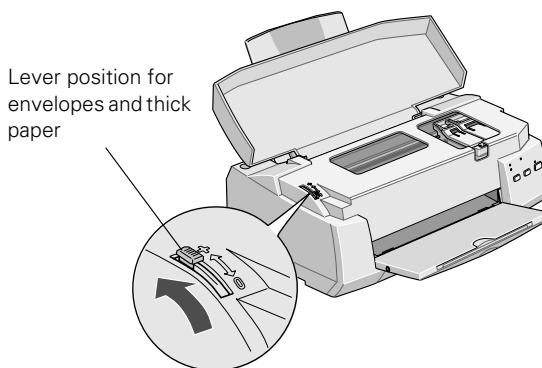
Printing on Envelopes

You can load up to 10 envelopes at a time, flap edge first and printable side up. Place them against the right edge guide and slide the left edge guide against them.

(You'll get better results if you press each envelope flat before loading it, or load one envelope at a time.)



Set the thickness lever to the **+** position when you print on envelopes or other thick media. (Return the lever to the **0** position before you print on regular paper.)



Select Plain paper as the Media Type setting and choose the correct envelope size as the Paper Size setting.

To watch a movie explaining how to load envelopes and other media, see the printer movies on your printer software CD-ROM.



If the printing smears or you have banding (light lines), try turning off High Speed printing in the Advanced dialog box. See your electronic *Reference Guide* for information about using the Advanced dialog box.

Printing on Both Sides of the Paper

You can print on both sides of the page with your printer's Double-Sided Printing option. This section includes instructions for standard double-sided printing. You can also view a short explanation of double-sided printing in the printer movies on your CD-ROM.

For information about how to create single-fold booklets, see your electronic *Reference Guide*.



Use only media types that support double-sided printing. Depending on the type of paper and the amount of ink used in your document, ink may bleed through to the other side of the paper. Double-sided printing is not available when the printer is shared over a network.

Follow these steps to print on both sides of the page:

1. Load plain paper or another double-sided media in your printer. You can print up to 60 pages at a time on 30 sheets of paper.

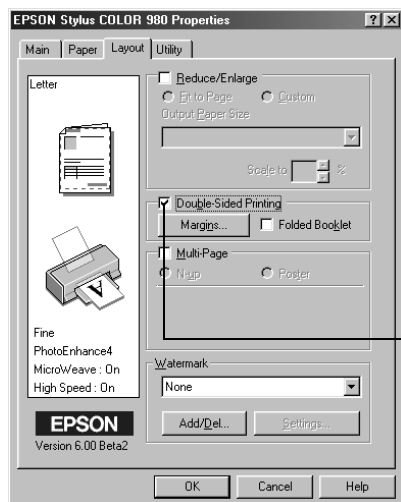


If you're printing a longer document, you'll need to print it in sections. For example, if you're printing a 175-page document, print it in three sections of 60 pages (30 sheets), 60 pages (30 sheets), and 55 pages (28 sheets). Select the following page ranges in your software application's print dialog box: 1–60, 61–120, 121–175.

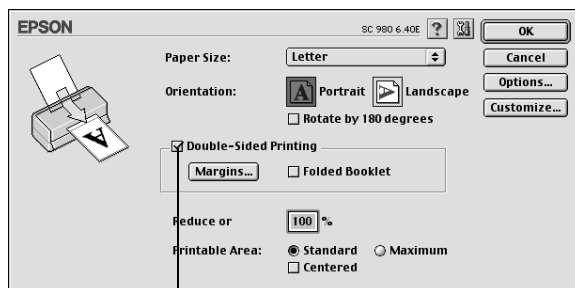
If your long document has an odd number of pages, make sure you print even numbers of pages for the first sections and print an odd number for the last section. That way, if you have a blank page it will appear at the end of your document.

2. **Windows:** Select File > Print. Then choose Double-Sided Printing on the EPSON Stylus COLOR Properties Layout tab.

Macintosh: Select File > Page Setup. Then choose Double-Sided Printing in the Page Setup dialog box.



Windows



Macintosh

Click here

3. Click OK to save your settings.
4. Start printing.

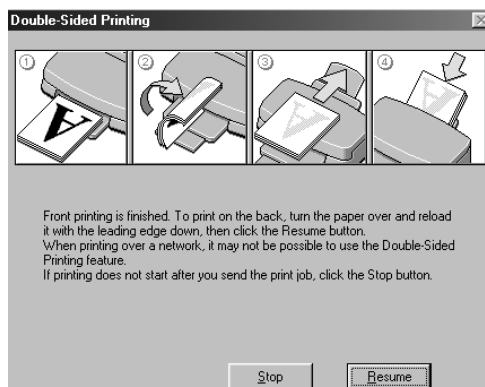
Windows: Click OK (or Print) in your application's Print dialog box.

Macintosh: Select File > Print, then click Print on the printer settings dialog box.

The printer prints all the odd-numbered pages, starting with page 1.

When all of the odd-numbered pages have printed, you see an alert on your screen telling you to reload paper.

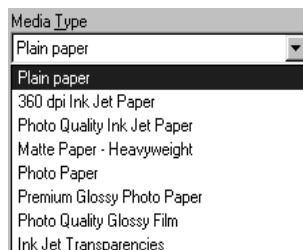
5. Take the entire stack that you have printed and, without changing the order of the pages, reload the paper printed side down, with the top edge first, as shown in the illustrations on the message.
6. Click Resume to print on the other side of the page.



Selecting the Correct Media Type

Your printer automatically adjusts itself for the type of paper you select in your printer software. That's why the Media Type setting is so important. It tells your printer what kind of paper you're using and adjusts the ink coverage accordingly.

Before you print, always check your Media Type setting.



Here are the settings you should choose for your paper:

For this paper . . .	Select this Media Type setting . . .
Plain paper sheets or envelopes	Plain paper
EPSON 360 dpi Ink Jet Paper EPSON Iron-On Cool Peel Transfer Paper	360 dpi Ink Jet Paper
EPSON High Quality Ink Jet Paper EPSON Photo Quality Ink Jet Paper EPSON Photo Quality Ink Jet Cards EPSON Photo Quality Self Adhesive Sheets	Photo Quality Ink Jet Paper
EPSON Matte Paper - Heavyweight	Matte Paper - Heavyweight
EPSON Photo Paper (including panoramic size) EPSON Photo Quality Glossy Paper	Photo Paper
EPSON Premium Glossy Photo Paper	Premium Glossy Photo Paper
EPSON Photo Quality Glossy Film EPSON Photo Stickers	Photo Quality Glossy Film
EPSON Ink Jet Transparencies	Ink Jet Transparencies



The availability of paper types varies by location.

Maintaining Your Printer


This section describes maintenance procedures to keep your printer working at its best and preparation steps for moving your printer. Follow the instructions here for:

- cleaning the print head (below)
- replacing an ink cartridge (on page 24)
- aligning the print head (on page 29)
- cleaning the printer (on page 30)
- transporting the printer (on page 31)

For more details, see your electronic *Reference Guide*, as described on page 3. To view movies showing you how to replace your ink cartridges or clean the print head, see the Fix-it Flix on your printer software CD-ROM, as described on page 5.

Cleaning the Print Head

If your printed image is unexpectedly light or faint, or dots are missing from the image, you may need to clean the print head. This unclogs the nozzles so they can deliver ink properly. Cleaning the print head uses ink, so clean it only if print quality declines.



This section explains how to clean the print head using the printer's Head Cleaning utility, which is the recommended method. You can also clean the print head by holding down the  cleaning button on the control panel for three seconds, and then printing a page to test print quality. See your electronic *Reference Guide* for details.



When you don't turn on your printer for a long time, the print quality can decline. It's a good idea to turn on your printer at least once a month to maintain good print quality.

If your paper comes with a cleaning sheet, don't use it with your printer; it may jam inside the printer.


Follow these steps to run the Head Cleaning utility:

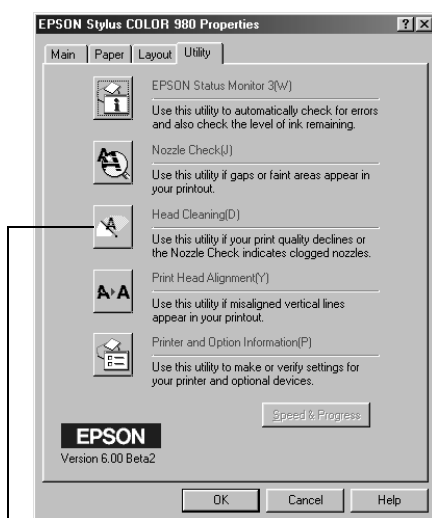
1. Make sure the printer is turned on but not printing, and both the  black and  color ink out lights are off. (If an ink out light is flashing, replace the ink cartridge instead.)
2. If you have an application running, access the printer settings dialog box as described on page 8 (Windows) or page 13 (Macintosh).

Or, with Windows, click Start, point to Settings, then select Printers. Right-click your EPSON Stylus COLOR 980 printer icon in the Printers window. Then select Properties (Document Defaults in Windows NT, Printing Preferences in Windows 2000).

3. **Windows:** Click the Utility tab.


Macintosh: Click the  Utility button.


4. On the Utility menu, click the Head Cleaning button.
5. Follow the instructions on the screen to clean the print head. Cleaning takes about 30 seconds, during which the printer makes some noise and the  power light flashes.



Head Cleaning
button



Never turn off the printer while the  power light is flashing, unless the printer hasn't moved or made noise for more than 5 minutes.

6. When the  power light stops flashing, run a nozzle check to confirm that the print head nozzles are clean.

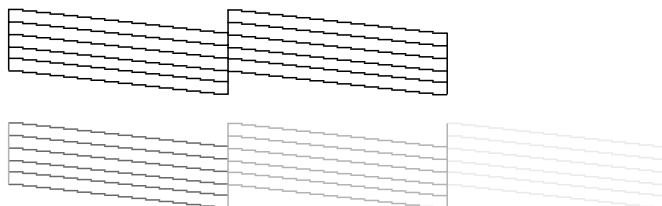
Make sure paper is loaded in the printer and click Print nozzle check pattern (Windows) or Confirmation (Macintosh). Then click Next. The nozzle check pattern prints (see page 23 for details).

7. If the nozzle check pattern has no gaps in its lines, click Finish.

If the pattern has any gaps, click Clean to clean the print head again. If you don't see any improvement after cleaning three or four times, check the solutions in "Problems Getting Good Print Quality" on page 39. You can also turn the printer off and wait overnight—this allows any dried ink to soften—and then try cleaning the print head again.

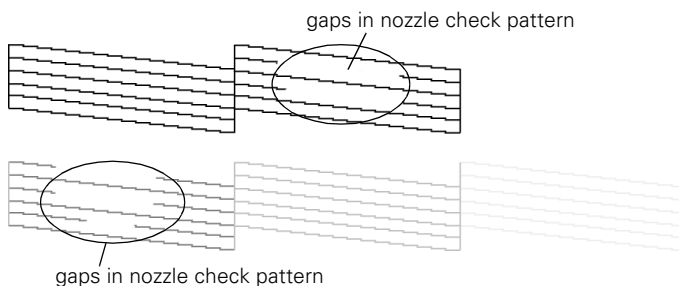
Examining the Nozzle Check Pattern

Examine the nozzle check pattern you print. It should look something like this:





Each staggered horizontal and straight vertical line should be complete, with no gaps in the dot pattern. If your printout looks okay, you're done.

If there are gaps in the lines, clean the print head again; see page 21 for instructions.




Replacing an Ink Cartridge

When the  black or  color ink out light flashes, the indicated cartridge is low on ink. This is a good time to make sure you have a new cartridge. When the light stays on, the cartridge is empty and you need to replace it.



You cannot print if either ink cartridge is empty. Leave the empty cartridge installed in the printer until you have obtained a replacement; otherwise the ink remaining in the print head nozzles may dry out.

When an installed ink cartridge is more than six months old, you may also need to replace it if you notice that your printouts don't look as good as they used to. If print quality doesn't improve after cleaning and aligning the print head, you can replace one or both cartridges. To check the level of ink you have left, see the graphic in the printer driver (Windows) or click the  ink level icon in the printer driver or EPSON Monitor 3 utility (Macintosh).

Use these EPSON ink cartridges within six months of installing them and before the expiration date on the package:



- Black ink cartridge T003011 (U.S.) T003311 (Canada)
- Color ink cartridge T005011 (U.S.) T005311 (Canada)



To ensure good results, use genuine EPSON ink cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranty.

When you need new ink cartridges, contact your dealer or call the EPSON Store™ at (800) 873-7766. You can also visit the EPSON Store at www.epson.com (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

Removing and Installing Ink Cartridges






This section describes how to replace an ink cartridge when the  black or  color ink out light is either flashing or on. If both lights are off and you want to replace an outdated ink cartridge, follow the procedure on page 27.



If you perform the steps below when both ink out lights are off, the printer cleans the print head, as described in your electronic *Reference Guide*.

Be sure you have a new ink cartridge before you begin. Once you start the ink cartridge replacement procedure, you must complete all the steps in one session.

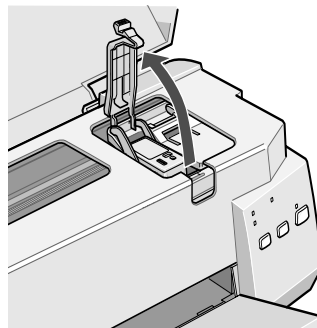
Follow these steps to replace ink cartridges:

1. Make sure the printer is turned on and not printing (the  power light should be on, but not flashing).
2. Check the  black and  color ink out lights to see which ink cartridge you need to replace.
3. Open the printer cover.
4. Press the  cleaning button and hold it for about three seconds until the print head moves left and the  power light begins flashing. The print head moves to the black or color cartridge replacement position, depending on which ink cartridge is empty.



To avoid damaging the printer, never move the print head by hand. Don't open the clamp or remove a cartridge except to replace it with a new one. Once you remove a cartridge, you can't reuse it, even if it contains ink.

5. The color cartridge is on the right and the black cartridge is on the left. Pull the ink cartridge clamp up all the way. The cartridge rises up from its holder.



- Lift the cartridge out of the printer and dispose of it carefully.



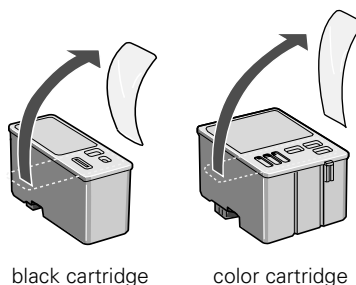
Keep ink cartridges out of the reach of children and do not drink the ink.

If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water.

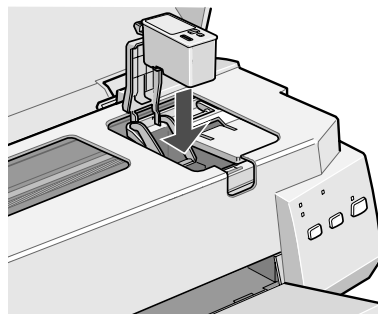
- Unwrap the new ink cartridge. Then remove the yellow tape seal on top.






You must remove the yellow tape from the top of the cartridge or you will permanently damage the cartridge. Don't pull off the blue portion or try to remove the clear seal underneath the cartridge; ink will leak.




- Lower the new ink cartridge into its holder with the label facing up and toward the back of the printer.
- Press the ink cartridge clamp down until it locks in place.
- If you need to replace the other ink cartridge, repeat steps 4 through 9 before continuing with step 11.



- Press the  cleaning button and close the printer cover. The printer moves the print head and begins charging the ink delivery system.



The  power light flashes, and the printer makes noise. Charging takes about one minute. When it's finished, the  power light stops flashing and stays on.



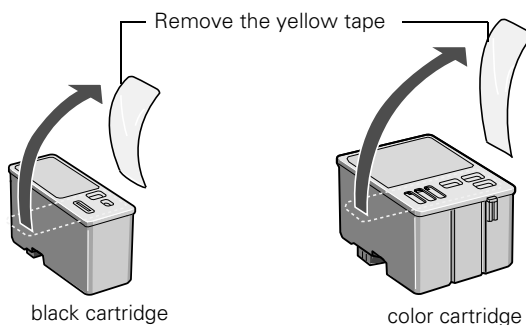
Never turn off the printer while the  power light is flashing, unless the printer hasn't moved or made noise for more than 5 minutes.

Replacing an Outdated Ink Cartridge





If an ink cartridge is more than six months old, you may need to replace it. How can you tell? You may notice that your printouts don't look as good as they used to. If print quality doesn't improve after cleaning and aligning the print head, you can replace one or both cartridges.

Follow these steps to replace an ink cartridge *before* the  black or  color ink out light is flashing or on:

1. Remove the new ink cartridge from its packaging.
2. Remove only the yellow part of the tape seal on top, as shown below. Don't pull off the blue portion or try to remove the clear seal underneath the cartridge.



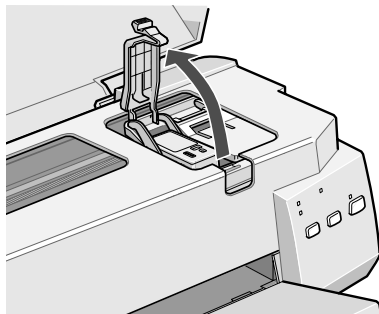
You must remove the yellow tape from the top of the cartridge or you will permanently damage the cartridge. Don't remove the clear seal from the bottom of the cartridge; ink will leak.

3. Make sure the printer is turned on and not printing (the  power light should be on, but not flashing), then open the printer cover.
4. Press the  load/eject button and hold it down for three seconds until the print head moves to the left to the black ink cartridge replacement position and the  power light begins flashing. (If you need to replace only the color ink cartridge, press the  load/eject button again until the print head moves to the color ink cartridge replacement position.)





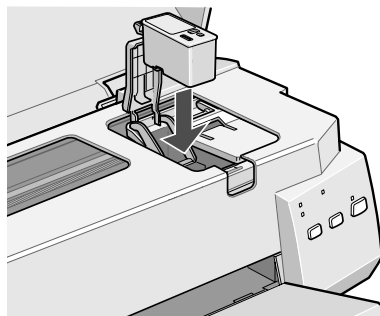
To avoid damaging the printer, never move the print head by hand. Don't open the clamp or remove a cartridge except to replace it with a new one. Once you remove a cartridge, you can't reuse it, even if it contains ink.


5. Pull up the ink cartridge clamp. The cartridge rises up from its holder.
6. Lift the cartridge out of the printer and dispose of it carefully.




If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water.


7. Lower the new ink cartridge into its holder with the label facing up and toward the back of the printer.
8. Press the ink cartridge clamp down until it locks in place.
9. Press the  load/eject button. The print head moves to the color ink cartridge replacement position. If you need to replace the color ink cartridge, repeat steps 4 through 8. Then continue with step 10.
10. Press the  load/eject button again and close the printer cover.



The printer moves the print head and begins charging the ink delivery system. The  power light flashes and the printer makes various sounds.

Charging takes about one minute. When it's finished, the  power light stops flashing and stays on.



Never turn off the printer while the  power light is flashing, unless the printer hasn't moved or made noise for more than 5 minutes.

Aligning the Print Head

If your printouts contain misaligned vertical lines, you may need to align the print head. Your printer must be connected to a local port, not on a network, to use the Print Head Alignment utility. Follow these steps:

1. Make sure the printer is turned on but not printing, and letter-size paper is loaded.




Load paper that's at least 8.27 inches (210 mm) wide to prevent ink from spraying inside the printer and smudging your printouts.

For the best results, load EPSON ink jet paper in the printer whenever you check the print head alignment.

2. If you have an application running, access the printer settings dialog box as described on page 8 (Windows) or page 13 (Macintosh).

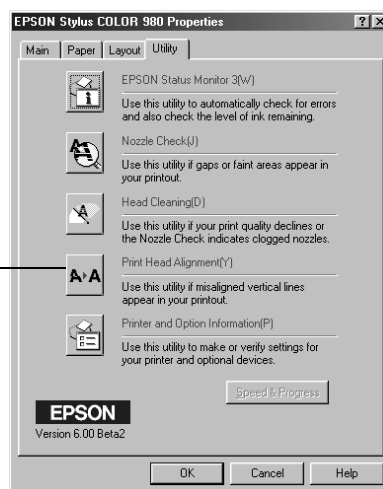
Or, with Windows, click Start, point to Settings, then select Printers. Right-click your EPSON Stylus COLOR 980 printer icon in the Printers window. Select Properties (Document Defaults in Windows NT, Printing Preferences in Windows 2000).

3. **Windows:** Click the Utility tab.

Macintosh: Click the  Utility button.

4. You see the Utility menu. Click the Print Head Alignment button.
5. Follow the instructions on the screen to print a test page.
6. Select the most precise alignment pattern from the choices on the test page. Enter the number of the best aligned pattern following the instructions on the screen.

You may need to repeat steps 4 through 6 more than once to align your print head completely.



Print Head Alignment button

Cleaning the Printer

To keep your printer working at its best, you should clean it several times a year. Follow these steps:

1. Turn off the printer and wait for the ⏻ power light to go out.
2. Unplug the power cord and disconnect the printer cable.
3. Remove all the paper from the sheet feeder.
4. Clean the exterior of the printer with a soft, damp cloth.
5. Clean ink out of the printer's interior with a soft, damp cloth.



Don't touch the gears inside the printer.

Never use a hard or abrasive brush, or alcohol or thinner for cleaning; they can damage the printer components and case.

Don't get water on the printer components, and don't spray lubricants or oils inside the printer.

Don't use any cleaning sheets included with special media; they may jam inside the printer.

Transporting the Printer

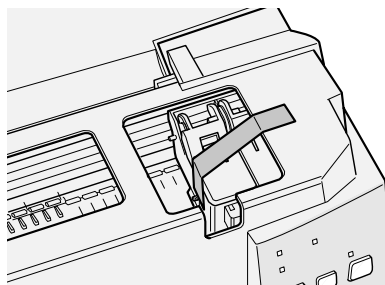
If you move your printer some distance, you need to prepare it for transportation in its original box or one of a similar size. Follow these steps:



To avoid damage, always leave the ink cartridges installed when transporting the printer.

Be sure to remove the tape used in step 4 after installing the printer in its new location.

1. Turn on the printer, wait until the print head locks in the far right position, then turn off the printer.
2. Unplug the power cord from the electrical outlet. Then disconnect the printer cable from the printer.
3. Remove any paper from the printer and remove the paper support.
4. Open the printer cover. Secure the ink cartridge holder to the printer with tape as shown, then close the printer cover.
5. Push in the output tray extensions and close the tray.
6. Repack the printer and attachments in the original box using the protective materials that came with it. See the *Start Here* poster for details.



Be sure to keep the printer level as you transport it.

After transporting the printer, **remove** the tape securing the print head and test your printer. If you notice a decline in print quality, clean the print head (see page 21); if output is misaligned, align the print head (see page 29).

Problem Solving

This section gives you the basics for diagnosing and solving printer problems.

- First see “Diagnosing Printer Problems” to help determine what the cause of the problem may be.
- Then see “Problems and Solutions” on page 37 for solutions to common setup and printing problems.

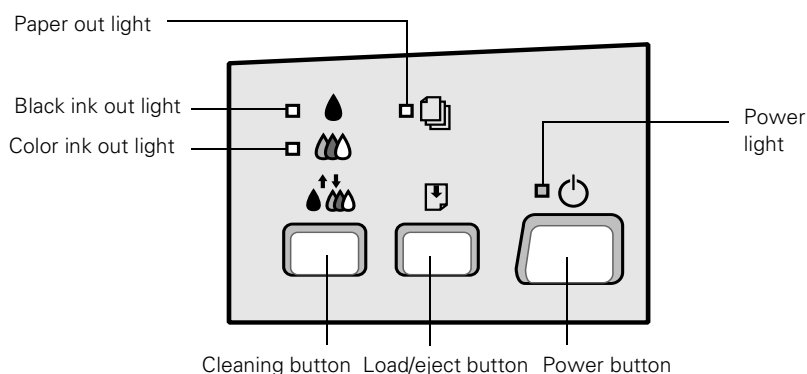


It's a good idea to check EPSON's support web site periodically for possible updates to your printer driver. Visit <http://support.epson.com> and check the section for your product to see if there is a new driver available, free of charge, for downloading to your computer. Download instructions are posted for your convenience.




























Diagnosing Printer Problems

You can diagnose some problems by checking the printer's control panel lights, as described in this section, or running a printer check, as described on page 35.

Checking the Control Panel Lights







Follow the guidelines below when you check the control panel lights:

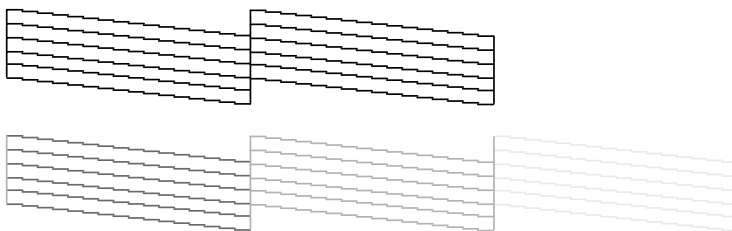
 is on	The  power light is on when the printer is ready to print. It flashes when the printer is receiving a print job, charging ink, or cleaning the print head.
 flashes	When the  paper out light flashes, you have a paper jam. Press the  load/eject button to try to clear the jam. If that doesn't work, turn off the printer and gently pull the paper forward (toward the output tray) to pull it out. Don't pull the paper backward (toward the paper support). If you can't pull it out through the output tray, contact your dealer or EPSON. Make sure none of the sheets are curled, creased, old, stuck together, or too thin. Then reload the paper against the right edge guide and slide the left edge guide against it. Turn on the printer and press the  load/eject button to resume printing.
 is on	When the  paper out light comes on, your paper is out or incorrectly loaded. Make sure none of the sheets are curled, creased, old, stuck together, or too thin. Then reload the paper against the right edge guide and slide the left edge guide against it. Press the  load/eject button to resume printing.
 or  flashes	When an ink out light flashes, your ink supply is low. Make sure you have a replacement cartridge.
 or  is on	When an ink out light comes on, you need to replace the ink cartridge. Make sure you have a replacement cartridge. See page 24 for replacement instructions. If an ink out light comes on after you've replaced a cartridge, you installed a cartridge your printer can't use. Remove it and replace it with the correct type.
 and  flash and  and  are on	When the  power and  paper out lights flash, and one or both of the ink out lights come on, jammed paper may be blocking movement of the print head. Turn off the printer, open the cover, and check inside for any jammed paper. Then turn the printer back on. If the lights still flash and/or come on, contact your dealer or EPSON; see page 46 for information.
    flash	When all the lights flash, your printer may have an internal error. Make sure you removed all the packing material as described on the <i>Start Here</i> poster. Then turn off the printer, wait a few seconds, and turn it on again. If the lights still flash, contact your dealer or EPSON; see page 46 for contact information.
    are off	When all the lights are off, the printer is not receiving power. Try these solutions: <ul style="list-style-type: none"> ■ Make sure the printer is turned on. ■ Turn off the printer, plug in the power cord securely, and turn on the printer again. ■ Make sure the outlet is working and is not controlled by a switch or timer. If in doubt, try using another outlet.

Running a Printer Check

You can run a printer check to determine whether a problem comes from the printer itself or some other source. Follow these steps:

1. Make sure both the printer and computer are turned off.
2. Disconnect the interface cable from the printer.
3. Make sure letter-size or larger paper is loaded in the printer.
4. Hold down the  load/eject button, then press and release the  power button. Continue holding down the  load/eject button until the  power light starts to flash, then release it.

The printer prints one page showing its ROM version number, ink counter, and a nozzle check pattern. Only the nozzle check pattern is shown below. (If the pattern has gaps in its dots, you need to clean the print head; see page 21.)



5. To end the check, turn off the printer after it prints the check page. Then reconnect the interface cable and turn on your printer and computer.

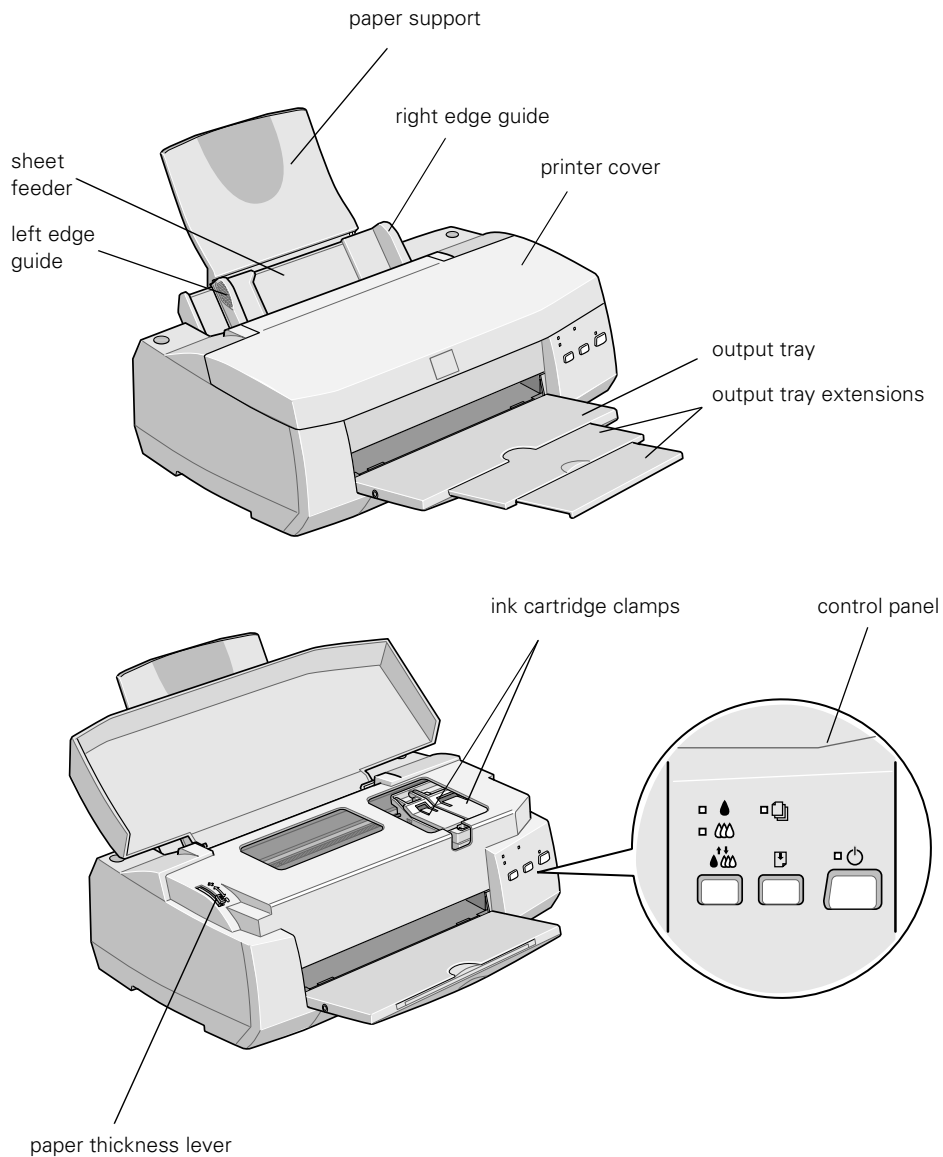
If the check page prints, the problem probably lies in your software settings, the interface cable, or your computer. Or your printer or application software may not be installed correctly.

If the check page doesn't print, you may have a problem with your printer.

Try the suggestions in "Problems and Solutions" beginning on page 37. If nothing seems to work, contact your dealer or EPSON as described on page 46.

Identifying Printer Parts

If you need help identifying the parts of the printer, refer to these illustrations:





Problems and Solutions

Here are some troubleshooting tips if you have any problems setting up your printer, installing software, or printing.

Problems Setting Up the Printer or Installing Software

The printer started making noise after ink cartridge installation.

- The first time you install ink cartridges, the printer must charge its ink delivery system for about two minutes. Wait until charging finishes (the  power light stops flashing) before you turn off the printer. If you turn off the printer while it's charging, it begins charging again the next time you turn it on and uses more ink than necessary.
- Make sure the ink cartridge clamps are locked down and that no packing material remains in the printer.
- If the printer stops moving or making noise, but the  power light is still flashing after five minutes, turn off the printer. If the light is still flashing when you turn it back on, contact your EPSON dealer or see "Where To Get Help" on page 45.

You're having problems installing the printer software.

- Carefully follow the instructions on the *Start Here* poster.
- Make sure your printer cable is securely connected to the printer and computer.
- Make sure you've closed all other applications, including any screen savers and virus protection software. Then try installing the printer software again.
- For Windows NT or 2000, if you see an error message or your software doesn't install correctly, you may not have software installation privileges. Contact your System Administrator.

Your printer icon doesn't appear in the Chooser (Macintosh).

- Your Macintosh has extension conflicts. Disable QuickDraw® GX in the Extensions Manager. Make sure EPSON Monitor3 and SC 980 are enabled, and then restart your Macintosh.
- You may have too many items in the Chooser. Delete any unused items and check the Chooser again.

You can't install the USB Printer Device Driver for Windows 98 or 2000.

- Make sure Windows 98 or 2000 was preinstalled on your system. The USB Printer Device Driver may not install correctly if you've upgraded your system from an earlier version of Windows.
- Make sure the Universal Serial Bus Controller is working properly. See your Windows online help system for details. If it's not working, contact your computer manufacturer.
- In Windows 2000, don't select Block under Control Panel > System > Hardware > Driver Signing, or your driver installation will not be completed. Select Ignore or Warn instead.
- For Windows 2000, if you see a Digital Signature Not Found screen, click Yes to continue with the installation. Otherwise your driver installation won't be completed.

You're printing over a network.

See your electronic *Reference Guide* for instructions on configuring your printer for use on a network.

Problems with Printing

Only the ⏻ power light is on, but nothing prints.

- Make sure the interface cable is connected securely and that the cable meets the system requirements on page 49 or page 50.
- Run a printer check as described on page 35. If the check page prints, make sure your printer and application software are installed correctly.
- If you're printing on a network, you need to set up your printer for network printing, as described in your electronic *Reference Guide*.

The printer sounds as though it is printing, but nothing prints.

Make sure the print head nozzles are not clogged. To clean the print head, see page 21.

Your printer makes noise when you turn it on or after it has been sitting for awhile.

Your printer is performing routine maintenance.

Printing is too slow.

To achieve your printer's fastest speed, a USB connection is recommended, where possible. Your printer prints faster than your parallel port can transfer data, so printing may appear to pause while data transfer catches up.

Make sure your system meets the requirements listed in "Notices." If you're printing a high-resolution image, you need more than the minimum requirements listed.

You may also need to:

- Clear space on your hard disk or run a defragmentation utility.
- Close open applications that you're not using.
- Increase your system's memory (RAM).

For the fastest printing, try these tips:

- Choose Black ink if your document doesn't include color.
- Set the Quality/Speed slider to Speed.
- In the printer software's Advanced dialog box, turn MicroWeave® off and/or turn High Speed on.
- If you're using a USB port, too many active USB devices may slow the printer. Disconnect USB devices that you're not using.
- If you're using the parallel port, enable ECP/DMA mode. See your computer documentation or contact the manufacturer for help.

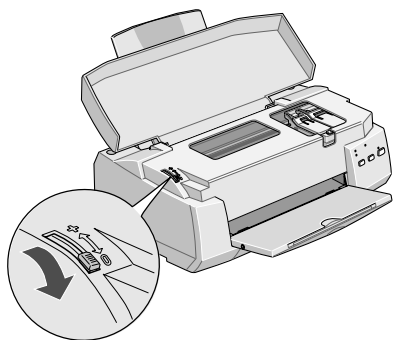
Problems Getting Good Print Quality

You see banding (light lines)



- Clean the print head, if necessary.
- Make sure the Media Type setting matches the paper you loaded (see page 19).
- Load the printable side of the paper face up. It's usually whiter or shinier.
- Make sure an ink cartridge isn't low on ink. If either ink out light is flashing, replace the ink cartridge (see page 25). If your ink cartridge is more than six months old, see page 27 for replacement steps.
- Try using Automatic mode. See page 9 (Windows) or page 14 (Macintosh) for instructions.

- Set the paper thickness lever to the **0** position. Set the lever to the **+** position when you print on thicker paper or envelopes. You may also need to turn off High Speed in the printer software.



Your printout is blurry or smeared.



- Make sure your paper isn't damp or curled, or loaded face down.
- Use a support sheet or load your paper one sheet at a time.
- Make sure your paper meets the specifications in the electronic *Reference Guide*.

- Use EPSON papers to ensure proper saturation and absorption of genuine EPSON inks. Non-EPSON media may not be compatible and may produce ink bleeding or pooling.
- Run the Print Head Alignment utility. See page 29 for instructions.
- Check the paper thickness lever position. If it's in the **+** position, your printer is set for thicker paper or envelopes and your image may smear. For most papers, set the paper thickness lever to the **0** position, as shown to the left.
- Remove each sheet from the output tray after printing, especially when you're printing on transparencies.

Your printout is faint or has gaps in the image.



- Make sure the print head nozzles are not clogged. To clean the print head, see page 21.
- Check the control panel lights to see if the ink cartridges are low on ink. To replace an ink cartridge, see page 24.

- Make sure the Media Type setting matches the paper you loaded. See page 19 for guidelines.
- Make sure your paper isn't damaged, old, dirty, or loaded face down. If it is, reload a new stack of paper with the printable side up; it is usually whiter or shinier than the other side.

You see wrong or missing colors.

- Make sure the Ink setting is set to Color for color images and your application is set for color printing.
- Make sure the print head nozzles are not clogged. To clean the print head, see page 21.
- Make sure an ink cartridge isn't low on ink. If either ink out light is flashing, replace it; see page 25. If an ink cartridge is more than six months old, see page 27 for replacement steps.

- Turn off PhotoEnhance™ if you're printing a high-resolution image.
- Try using Automatic mode. See page 9 (Windows) or page 14 (Macintosh) for instructions.
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible.

Your printout is grainy.


- Try using a higher quality paper.
- Set the Quality/Speed slider to the Quality setting in your printer software; see page 9 (Windows) or page 14 (Macintosh).
- Run the Print Head Alignment utility. See page 29 for instructions.
- You may need to increase the image resolution or print it in a smaller size; see your software documentation.

Problems with Paper Feeding

Too many copies are printing.


Make sure the Copies settings is correct in both your application and the printer software.

Paper doesn't eject fully or is wrinkled.

- If the paper doesn't eject fully, you may have set the wrong paper size. Press the  load/eject button to eject the paper. Then select the correct paper size in your application or printer software.
- If it's wrinkled when it ejects, the paper may be damp or too thin.

Paper doesn't feed.

Remove the paper and check that it:

- Isn't curled or creased
- Isn't too old
- Isn't loaded above the arrow on the left edge guide
- Isn't jammed inside the printer.
(If the  paper out light is flashing, paper is jammed.)

Reload the paper and don't set the left edge guide too tightly.

Paper jams inside the printer.

Turn off your printer, open the cover, and remove all the paper that's inside, including any small pieces that may have torn off. Always pull jammed paper forward (toward the output tray) to pull it out.

If your paper jams frequently:

- Use smooth, high-quality paper, loaded printable side up.
- Fan the stack and then even the edges before loading it.
- Don't load paper above the arrow mark on the left edge guide.
- Place the paper against the right edge guide and slide the left edge guide against your paper.

Multiple pages feed at once.

Remove the paper, then:

- Make sure the paper isn't too thin.
- Fan the edges of the stack of paper to separate the sheets.
- Reload the paper as described on page 7.
- Make sure the edge guides fit against the paper, but not too tightly.

Solving Miscellaneous Printout Problems

The margins are incorrect.

- Make sure the paper settings in your printer software are correct for your paper size. See the electronic *Reference Guide* for instructions.
- Check your software documentation for instructions on selecting the correct margins for your paper size. The margins must be within the printable area of the page. See “Specifications” in your electronic *Reference Guide* for more information.

You see incorrect characters.

- Make sure the interface cable is securely connected and that the cable meets the system requirements on page 49 or page 50. Then try printing again.
- Make sure your printer is selected in your application, or as the Windows default printer or the current printer in the Macintosh Chooser.
- If you’re using a switch box with your printer; connect the printer directly to your computer and try printing again.

The image size or position is incorrect.

Make sure the paper and/or layout options are set correctly.

The image is inverted, as if viewed in a mirror.

Turn off Flip Horizontal in the printer software or the mirror setting in your application software. (If you’re printing on EPSON Iron-On Cool Peel Transfer Paper, the image *should* be inverted so it looks correct when it’s ironed on.)


The printer prints blank pages.

- Make sure your printer is selected in your application, or as the Windows default printer or the current printer in the Macintosh Chooser.
- Make sure the paper settings in the printer software are correct for your paper size. See your electronic *Reference Guide* for instructions.
- Make sure the print head nozzles are not clogged. To clean the print head, see page 21.


Uninstalling Printer Software

If you need to uninstall and then reinstall your printer software, such as when you upgrade your computer operating system, follow these steps:

Uninstalling Windows Software

1. Double-click  My Computer, then double-click the Control Panel icon.
2. Double-click Add/Remove Programs. Click EPSON Printer Software in the program list, and click the Add/Remove button (Change/Remove button on Windows 2000).
3. In the next window, make sure your EPSON Stylus COLOR 980 printer icon is selected and click OK. Then follow the on-screen instructions.
4. If you're using the USB port, click EPSON USB Printer Devices in the program list; then click the Add/Remove (or Change/Remove) button.
5. Restart your computer when you're done.

Uninstalling Macintosh Software

1. Insert your printer software CD-ROM. When the CD-ROM window opens, double-click the  EPSON icon.
2. Click Install Printer Driver.
3. On the installer screen, click the arrow in the Easy Install list at the top and select Uninstall. Then click the Uninstall button at the bottom and follow the instructions. When you're finished, click Quit.
4. Restart your Macintosh.




Reinstalling Printer Software

Before reinstalling your printer software, first uninstall it as described above. Then follow the instructions below.




For detailed installation instructions, see your *Start Here* poster. Remember that you don't need to reinstall your creative software or electronic manual, and you won't see the license agreement.

Windows

1. Insert your printer software CD-ROM. Double-click  My Computer, and then double-click your  CD-ROM or DVD drive icon.
2. Double-click the  EPSON icon. The Main Menu appears.
3. Click Install Printer Driver and follow the instructions on your screen. Restart your computer when you're done installing software.

Macintosh

1. Insert your printer software CD-ROM. Your CD-ROM window opens. (If it doesn't open, double-click the EPSON CD-ROM icon.)
2. Double-click the  EPSON icon. You see the Main Menu.
3. Click Install Printer Driver and follow the instructions on your screen. Restart your Macintosh when you're done.

Where To Get Help

If you need help with your printer or its software (or EPSON Software Film Factory), see the contact information in the next section. If you need help using the creative software that came with your printer, see page 47.



For help using any other software on your system, see the documentation for that software for technical support information.

EPSON Technical Support

EPSON provides technical assistance 24 hours a day through the electronic support services and automated telephone services listed in the following table:

Service	Access
World Wide Web	From the Internet, you can reach EPSON Support at http://support.epson.com . At this site, you can download drivers and other files, look at documentation such as product brochures, user manuals, and how-to movies, and access troubleshooting information.
EPSON Internet FTP Site	If you have Internet FTP capability, use your Web browser (or other software for FTP downloading) to log onto ftp.epson.com with the user name anonymous and your e-mail address as the password.
EPSON E-Mail Technical Support	To receive technical advice through e-mail, go to http://support.epson.com and complete the form under the troubleshooting tab, as requested.
Automated Telephone Services	A variety of automated help services are available 24 hours a day, seven days a week. To use these services, you must have a touch tone telephone and call (800) 922-8911 .

To speak directly to a technical support representative, dial:

- U.S.: **(562) 276-7235**, 6 AM to 8 PM, Pacific Time, Monday through Friday and 7 AM to 4 PM, Saturday. Toll or long distance charges may apply.
- Canada: **(905) 709-2567**, 6 AM to 6 PM, Pacific Time, Monday through Friday. Toll or long distance charges may apply.

Before you call, please have the following information ready:

- Product name (EPSON Stylus COLOR 980)
- Product serial number (located on the back of the printer)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

You can purchase ink cartridges, paper, manuals, and accessories from the EPSON Store at (800) 873-7766, or visit the EPSON Store at www.epson.com (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

Creative Software Technical Support

If you need technical support for your creative software, please contact the software manufacturer as described below.

Software	Web site	E-mail	Telephone
ArcSoft PhotoImpression 2000 ArcSoft PhotoMontage 2000	http://www.arcsoft.com	support@arcsoft.com	(510) 440-9901 8:30 AM to 5:30 PM, PST
Trellix Web	http://support.trellix.com	—	(503) 684-4647 8:00 AM to 12:00 PM, PST

Notices

This chapter includes system requirements, safety instructions, legal notices, and other important information about your EPSON Stylus COLOR 980.

Windows System Requirements

To use your printer and its software, your system should have:

- An IBM® compatible PC with at least a 486/25 MHz (for Windows 95 or Windows NT® 4.0) or 486/66 MHz (for Windows 98 or Windows 2000) Pentium® or better processor
- Microsoft® Windows 95, Windows 98, Windows NT 4.0, or Windows 2000
- 16MB of RAM (32MB for Windows 95 or Windows 98 recommended; 64MB recommended for Windows NT 4.0 or Windows 2000)
- 50MB of free hard disk space (100MB or more recommended)
- VGA or better display adapter and monitor
- CD-ROM or DVD drive for installing the printer software
- Parallel connection: a high-speed, bidirectional IEEE 1284 compliant parallel cable, up to 10 feet long (3 meters); the cable must have a D-SUB, 25-pin, male connector for your computer, and a 36-pin, Centronics® compatible connector for the printer.

USB connection: a computer running Windows 98 or Windows 2000, with a Windows-compliant USB port and a shielded USB “AB” cable up to 6.5 feet (2 meters) long.



Using an improperly shielded USB cable—especially a cable more than 6.5 feet (2 meters) long—may cause the printer to malfunction.

Macintosh System Requirements

To use your printer and its software, your system should have:

- An Apple® iMac™ series or Power Macintosh® G3 or G4 with USB port
- For iMac: Mac® OS 8.5 or later (Mac OS 8.5.1 or later recommended)
For Power Macintosh G3 or later: Mac OS 8.5.1 or later



If your iMac is running OS 8.1, you need to upgrade your operating system before installing your printer software. To find out which operating system your iMac is running, select About This Computer from the Apple menu.

If you're running OS 8.5 or 8.5.1 on your iMac, Apple recommends that you install iMac Update 1.1.

Download the update for your system from Apple at <http://asu.info.apple.com>. Contact Apple if you have problems installing an update.

- 16MB of available RAM (more recommended)
- 50MB of free hard disk space (100MB recommended)
- VGA display or better
- CD-ROM or DVD drive for installing the printer software
- A shielded USB “AB” cable up to 6.5 feet (2 meters) long.



Using an improperly shielded USB cable—especially a cable more than 6.5 feet (2 meters) long—may cause the printer to malfunction.

ENERGY STAR Compliance

As an ENERGY STAR Partner, EPSON has determined that this product meets the ENERGY STAR guidelines for energy efficiency. The EPA ENERGY STAR office equipment program is a voluntary partnership with the computer and office equipment industry to promote the introduction of energy-efficient personal computers, monitors, printers, fax machines, and copiers in an effort to reduce air pollution caused by power generation.



Important Safety Instructions

Before using your printer, read the following safety instructions to make sure you use the printer safely and effectively:

- Be sure to follow all warnings and instructions marked on the printer.
- Do not place the printer on an unstable surface or near a radiator or heating vent or in direct sunlight. Use only the type of power source indicated on the printer's label.
- Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off. Place the printer near a wall outlet where the plug can be easily unplugged.

Placez l'imprimante près d'une prise de contact où la fiche peut être débranchée facilement.

- Do not let the power cord become damaged or frayed. If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Turn off and unplug the printer before cleaning. Clean with a damp cloth only. Do not spill liquid on the printer.

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

DECLARATION of CONFORMITY

According to 47CFR, Part 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers:

We: EPSON AMERICA, INC.
Located at: MS: 6-43
3840 Kilroy Airport Way
Long Beach, CA 90806-2469
Telephone: (562) 290-5254

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Trade Name: EPSON
Type of Product: Ink Jet Printer
Model: EPSON Stylus COLOR 980: P120A

EPSON AMERICA, INC. LIMITED WARRANTY

What Is Covered: Epson America, Inc. ("Epson") warrants to the first end-user customer that the EPSON printer covered by this limited warranty statement, if purchased and used in the United States or Canada, conforms to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of one year from the date of original purchase. Epson also warrants that the consumable ink cartridges enclosed with the printer will perform to the manufacturer's specified usage, which usage may expire before the expiration of the limited warranty for the EPSON printer. For warranty service, you must provide proof of the date of original purchase.

What Epson Will Do To Correct Problems: Should your EPSON printer prove defective during the warranty period, please call the EPSON Connection at (562) 276-7235 (U.S.) or (905) 709-2567 (Canada) for warranty repair instructions and return authorization. An Epson service technician will provide telephone diagnostic service to determine whether the unit requires repair. If service is needed during the warranty period, Epson will, at its option, exchange or repair the unit without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement printer to you, freight prepaid. You are responsible for securely packaging the defective printer and returning it to Epson within five (5) working days of receipt of the replacement unit. You must provide a credit card number to secure the cost of the replacement printer in the event that you fail to return the defective one. If your printer is being repaired, Epson will direct you to send your printer to Epson or its authorized service center. The printer will be fixed and sent back to you. You are responsible for packing the printer and for shipping costs to and from the Epson authorized service center. When warranty service involves the exchange of the product or of a part, the item replaced becomes Epson property. The exchanged product or part may be new or refurbished to the Epson standard of quality. Epson's liability for replacement of the covered product will not exceed the original retail selling price of the covered product. Exchange products or parts assume the remaining warranty period of your original product covered by this limited warranty.

What This Warranty Does Not Cover: This warranty covers only normal use in the United States and Canada. This warranty does not cover damage to the EPSON printer caused by parts or supplies not manufactured, distributed or certified by Epson. This warranty does not cover ribbons, ink cartridges or third party parts, components, or peripheral devices added to the EPSON product after its shipment from Epson, e.g., dealer or user-added boards or components. Epson is not responsible for warranty service should the Epson label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-Epson products, or service other than by an Epson Authorized Servicer. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE WARRANTY PERIOD IDENTIFIED ABOVE. UNLESS STATED HEREIN, ANY STATEMENT OR REPRESENTATIONS MADE BY ANY OTHER PERSON OR FIRM ARE VOID. EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY, NEITHER EPSON AMERICA, INC. NOR ITS AFFILIATES SHALL BE LIABLE FOR ANY LOSS, INCONVENIENCE, OR DAMAGE, INCLUDING DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY.

In Canada, warranties include both warranties and conditions.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, and some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from jurisdiction to jurisdiction.

Index

Numerics

360 dpi Ink Jet Paper, 19

A

Accessories, 24, 46

Aligning print head, 29

Automatic mode, 14

B

Background printing, 15

Blank pages, 43

Blurry images, 40

Browser, 3

C

Cable, printer, 49 to 50

Characters, incorrect, 43

Checking printer, 35

Cleaning

 print head, 21 to 23

 printer, 30

 sheets, 19, 21, 30

Color problems, 41

Control panel, 33 to 34

Controlling printing, 11, 15

Copies setting, 42

Creative software, 1, 47

D

Default settings, Windows, 10

Documentation, 2 to 5

Duplex printing, 17 to 18

E

Electronic manual, 2, 3 to 5

Envelopes, 16

EPSON

 Accessories, 24, 46

 help, 45 to 46

 Monitor3, 15

 papers, 19

F

Faint images, 40

FireWire, 1

Flip Horizontal setting, 43

G

Glossy media, 19

H

Head Cleaning utility, 21 to 23

Help, EPSON, 45 to 46

High Quality Ink Jet Paper, 19

High Speed setting, 39

High-resolution images, 41

I

Incorrect characters, 43

Incorrect colors, 41

Ink cartridge

 replacing, 24 to 26

 replacing outdated, 27 to 28

 safety instructions, 52

Ink Jet Transparencies, 19

Ink level, 11, 24
Ink setting, 9, 14
Installation problems, 37 to 38
Iron-On Cool Peel Transfer Paper, 19, 43

J

Jams, paper, 42

L

Layout problems, 43
Lever, thickness, 16, 40
Lights, 33 to 34

M

Macintosh
 printer status, 15
 printing with, 12 to 15
 system requirements, 50
 USB, 50
Maintaining printer, 21 to 30
Margins, incorrect, 43
Matte Paper - Heavyweight, 19
Media Type setting, 9, 14, 19
MicroWeave setting, 39
Mirror images, 43
Monitor3, EPSON, 15
Monitoring ink level, 11, 24
Movies, printer, 5 to 6
Moving printer, 31

N

Network printing, 1, 38
Noise, printer, 38
Nozzle check pattern, 22 to 23, 35

O

Orientation, 13

P

Page Setup dialog box, 13
Paper
 EPSON, 19
 feeding problems, 42
 loading, 7 to 8, 12, 16
 size, 11, 13, 15
 thickness lever, 16, 36, 40
 type, setting, *see* Media Type setting
Photo Paper, 19
Photo Quality Glossy media, 19
Photo Quality Ink Jet Paper, 19
Photo Stickers, 19
Previewing, 11, 15
Print dialog box, 8, 11
Print head
 aligning, 29
 cleaning, 21 to 23
Print Head Alignment utility, 29
Print quality problems, 39 to 41
Printable Area setting, 13
Printer
 cable, 49 to 50
 check, 35
 cleaning, 30
 control panel, 33 to 34
 maintaining, 21 to 30
 movies, 5 to 6
 noise, 38
 parts, 36
 problems, 33 to 35, 38
 status, 11, 15
 transporting, 31
Printing
 controlling, 11, 15
 duplex, 17 to 18
 Macintosh, 12 to 15
 slow, 39
 Windows, 7 to 11
Problems
 installing software, 37
 miscellaneous, 43
 paper feeding, 42
 print quality, 39 to 41
 printing, 38
Progress Meter, 11

Q

Quality/Speed setting, 9, 14

R

Reference Guide, 2, 3 to 5

Reinstalling software, 45

S

Safety instructions, 51 to 52

Service, 45 to 47

Smears, 16, 40

Software

- creative, 1, 47

- problems, solving, 37

- reinstalling, 45

- uninstalling, 44

Support, 45 to 47

System requirements, 49 to 50

T

Technical support, 45 to 47

Thickness lever, 16, 36, 40

Transfer Paper, Iron-On Cool Peel, 19, 43

Transparencies, 19

Transporting printer, 31

Troubleshooting, 33 to 43

U

Uninstalling software, 44

USB, 44, 49, 50

Utilities

- Head Cleaning, 21 to 23

- Print Head Alignment, 29

W

Watermark, 11, 15

Windows

- default settings, 10

- printer status, 11

- printing with, 7 to 11

- system requirements, 49

- USB, 44, 49

World Wide Web, 46

How to Order EPSON Ink and Paper

To order EPSON ink cartridges and paper, contact your dealer or call the EPSON Store at (800) 873-7766 or visit our web site at www.epson.com (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

EPSON ink cartridges:

Order these EPSON ink cartridges and use them within six months of installing them and before the expiration date on the package:

Black ink cartridge	T003011 (U.S.)	T003311 (Canada)
Color ink cartridge	T005011 (U.S.)	T005311 (Canada)



EPSON media

Paper name	Size	Part number
EPSON 360 dpi Ink Jet Paper	Letter	S041060
	A4 (8.3 x 11.7 inches)	S041059
EPSON High Quality Ink Jet Paper	Letter	S041111
	A4 (8.3 x 11.7 inches)	S041117
EPSON Photo Quality Ink Jet Paper	Letter	S041062
	Legal (8.5 x 14 inches)	S041067
	A4 (8.3 x 11.7 inches)	S041061
EPSON Photo Quality Ink Jet Cards	A6 (4.1 x 5.8 inches)	S041054
EPSON Photo Paper	4 x 6 inches	S041134
	Letter	S041141
	A4 (8.3 x 11.7 inches)	S041140
	Panoramic (8.3 x 23 inches)	S041145
EPSON Photo Stickers Kit (CD-ROM/paper)	A6 (4.1 x 5.8 inches)	S041144-KIT
EPSON Photo Stickers (refill)	A6 (4.1 x 5.8 inches)	S041144
EPSON Photo Quality Glossy Film	Letter	S041072
	A6 (4.1 x 5.8 inches)	S041107
	A4 (8.3 x 11.7 inches)	S041071
EPSON Ink Jet Transparencies	Letter	S041064
	A4 (8.3 x 11.7 inches)	S041063
EPSON Photo Quality Self Adhesive Sheets	A4 (8.3 x 11.7 inches)	S041106
EPSON Iron-On Cool Peel Transfer Paper (10 sheets)	Letter	S041153
EPSON Iron-On Cool Peel Transfer Paper (50 sheets)	Letter	S041155
EPSON Photo Quality Glossy Paper	Letter	S041124
	A4 (8.3 x 11.7 inches)	S041126
EPSON Matte Paper - Heavyweight	Letter	S041257
EPSON Premium Glossy Photo Paper	Letter	S041286
	A4 (8.3 x 11.7 inches)	S041285



The availability of paper types varies by location. Not all paper types match the Media Type setting names in your printer software. See the table on page 19 or the instructions that came with your media to select the correct Media Type setting.